



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
Board of Supervisors

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2006

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Vacant

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Department

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David Jetton

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California Department of

Child Support Services

Mary Lawrence

Franchise Tax Board

CHILD SUPPORT ADVISORY BOARD MINUTES

March 17, 2005

Present

1st District, Jane Preece, Esq.
1st District, George Gliaudys, Jr., Esq.
3rd District, Lucy T. Eisenberg, Esq.
3rd District, Betty Nordwind, Esq.
4th District, Jean Cohen
4th District, Maria Tortorelli
5th District, Reginald Brass
5th District, Susan Speir

Child Support Services Department,
Steven Golightly, Chief Deputy Director
Superior Court, David Jetton
Department of Public Social Services,
Rosie Ruiz for Margaret Quinn
CA Department of Child Support Services,
Annette Siler

Guests

Lori Cruz, Deputy Director, CSSD
Julie Paik, Deputy Director, CSSD

Dean DeGruccio, CSSD

Lisa Garrett, CSSD

Staff

Lee Millen, Board of Supervisors

CALL TO ORDER

Chair Eisenberg called the meeting to order at 9:40 a.m., at the CSSD
Commerce Headquarters meeting room.

Absent

2nd District, John Murrell
2nd District, Paula Leftwich

Children and Family Services,
Patti Griffin
Franchise Tax Board,
Debbie Strong
Chief Information Office,
Janette Parker for Jon Fullinwider

Gail Juiliano, CSSD
Carol Mentell, CSSD
Linda Singleton, CSSD

Lawrence Hill, SEIU Local 660

APPROVE MINUTES OF FEBRUARY 17, 2005

On motion of Vice Chair Speir, seconded by Member Gliaudys and unanimously carried, the minutes of February 17, 2005 were approved, with the following corrections:

Page 3; paragraph 2: The budget increase pays the \$220 million *Alternative Federal* penalty. ~~And In Fiscal Year 2003/04 the additional 25% is was~~ passed on to the Counties. The remaining \$65 million increase in the budget is for the statewide *automation programs project*. Page 3; paragraph 3: "... and \$2.3% *billion* is expected this ~~current~~ year, or a total of an \$80 million increase in 2005/06."

Page 4; paragraph 1: "... and ~~CSAS~~ CASES to a statewide system."; Paragraph 2: "All current ~~4-D-IV-D~~ cases and non ~~4-D-IV-D~~ wage withholdings..."; Paragraph 3: "... and the ~~Business~~ Customer Service Center." Paragraph 5: "Vice Chair Speir ~~requested~~ suggested that a ~~Sub Committee review the Board~~ look at the issue of case processing."

Staff announced the following changes that were received after the posting of the agenda.

Page 2; paragraph 1: "..., however, the budget will decrease due to the shortage of a \$400,000 Health Incentive ~~and \$1 million that was gained from the County's budget last year.~~ " Last week the Child Support Director's ~~Advisory Board~~ Association (CSDA)..."; Paragraph 6: "*Los Angeles is to transition to the new State Disbursement Unit is scheduled to open in March 2006.*"

BOARD CHAIR'S REPORT

There was none.

DIRECTOR'S REPORT

Steven Golightly, Chief Deputy, CSSD, reported the following:

- Yesterday, CSSD hosted their Fifth Town Hall Forum for 300 - 400 staff to meet and discuss department operations and address concerns. Also in attendance were representatives from the Federal Congressional Offices, State Assembly and Senate Offices, the Board of Supervisors and Members Gilaudys and Tortorelli. An Awards presentation was held at the close of the Forum to acknowledge staff for outstanding performance;
- The Ninth CSSD Employer Forum was held at the Arboretum with over 300 employers in attendance. The Forum provides an overview of employer involvement in child support collections and wage assignments. A question and answer session provided a lot of positive feedback; and

- The West Covina Office received a \$70,000 collection out of a foreclosure action; the minimum wage earning mom was very appreciative.

Budget Update

- A DCSS allocation budget for Fiscal Year 2005-2006 is forthcoming. However, in order to submit CSSD's budget to the CAO, estimates from the Governor's January budget were used. Child Support funding to agencies is expected to remain flat for the third year in a row. CSSD has had level funding for the past three years, and with increased costs in the County CSSD is operating with about \$10 million less than allocated three years ago;
- There are several budget hearings scheduled in Sacramento in April and May, 2005, on Child Support and Social Services;
- Greta Wallace, Director, DCSS, accepted CSSD's minority report, and DCSS will be engaging a third party to analyze both CSSD's/DCSS' recommendations on the proposed allocation to Los Angeles County. A final recommendation will be made to the Legislature;
- CSSD is working with the CAO's office to balance the budget, particularly with staffing and associated fringe benefit increases. Negotiated increases in 2005 and 2006 have, in essence, reduced financial capacity in the CSSD budget due to flat funding. Additionally, an increase in County retirement costs is absorbed in the CSSD's budget; and
- Section 28 – Last year when CSSD fell short in balancing their budget the BOS and CAO provided \$1 million in Collection Incentive Funds. The benefit to the County is that the \$1 million collected can be matched with the Federal money to bring in \$3 million for the local program.

Planning Allocation

- Annette Siler, Regional Administrator, DCSS, noted that the Planning Allocation letter tied to the Governor's budget will be mailed at the end of March or the first week of April 2005; and
- Ms. Siler confirmed that DCSS will enter into a contract with a third party to conduct an independent analysis of both the Allocation Workgroup Report and Los Angeles County's Minority report.

Medical Support Provisions

- A private vendor with an extensive medical insurance database can identify NCPs with health insurance available to their children; and

In response to Chair Eisenberg, Mr. Golightly noted that Child Support agencies ask private employers to forward health insurance data, but not everyone is compliant. In response to Member Tortorelli, Mr. Golightly reported that there are enforcement remedies for non-compliant employers,

and further that the importance of health insurance is covered in the CSSD's Employer's Forum.

- A non-disclosure agreement has been signed with the vendor to identify NCPs with insurance; a \$25.00 charge is incurred when an individual is located with valid insurance. Of the 66,000 cases worked, 26,000 cases were found where the NCPs have health insurance.

Member Tortorelli noted that once a child is placed on the NCP's insurance policy, the minor should not be eligible for Medi-cal; this results in a savings to the County and the State. Mr. Golightly noted that the Federal Government has not defined "reasonable cost" for the medical deductible or the NCP's medical premium.

Ms. Garrett noted that in some instances where a child has a medical condition the CP prefers not to move from the current medical provider.

In response to Chair Eisenberg, Ms. Siler explained that the CP will not be forced to change medical providers, even if the NCP has private insurance. Member Nordwind suggested that a Committee look at medical support.

Ms. Siler noted that the DCSS Director has discussed conducting a pilot program to determine whether there is a savings. In the past, a vendor proposed a similar project; it was reviewed by the Legislature and the Department of Finance, however, it was determined not to be cost effective.

Following discussion, Chair Eisenberg requested staff to report back on the enforcement of medical insurance assignments at the May CSAB meeting.

DCSS REPORT

Annette Siler, Regional Administrator, DCSS, reported that as of March 7, 2005, Carlos Ramos is serving as the Interim Chief Deputy Director. Beginning the first week of April, DCSS will conduct hearings on the Governor's Budget. Budget revision hearings will take place at the end of May 2005.

The Legislative Analyst's Office (LAO) recommended that the Governor's budget reduce DCSS' local administrative costs by \$6 million. The recommendation was based on an assertion that many counties are spending too much of their allocation on administrative costs versus core services. However, there are other expenditures including postage that do represent a significant cost to the counties' budgets, and are inappropriately being included as administrative costs. These topics will be discussed further at the Hearings.

Greta Wallace, Director, DCSS and other staff are in Washington, D.C. meeting with the Federal Office of Child Support staff to discuss the CCSAS project and the denial of California's request to pay the Federal Fiscal Year 2006 penalty.

Ms. Siler noted that a CCSAS update will be provided each month. In response to Vice Chair Speir's inquiry, the new Order Notice to Withhold in Version II of the Statewide Automation Program will be built-in for non IV-D cases. Currently, the new Order Notice to Withhold form is being programmed for ARS and CASES.

In response to Vice Chair Speir, Mr. Golightly noted that DCSS and CSSD are not using the form; the form is only being used by the courts and non IV-D cases.

Ms. Siler advised that currently DCSS only keeps a database for non IV-D cases.

CUSTOMER SERVICE COMMITTEE

Member Nordwind reported that the Customer Service Committee will now focus on the work of the Division of Customer Service. Lori Cruz will provide the Committee with a report next month explaining the high percentage of un-worked cases. Also, the Committee will review the volume of calls from the Call Center to the Ombudsman office.

REVIEW AND DISCUSS PERFORMANCE MEASURES

Steven Golightly reported that staff has discussed several options to remedy the inaccuracies reported by Divisions on the MCC and MCI Log: (1) do away with this system, archive the current data, and start over with new data; (2) incorporate the MCC into ARS; or (3) determine to what extent this data will be incorporated to the new Statewide Automated System.

Chair Eisenberg suggested that Mike Pirolo, Auditor Controller's Office, could assist in identifying which categories of performance measures are essential.

Member Nordwind volunteered to assist. Mr. Golightly will report back in the near future.

FOLLOW-UP ON AUDITOR-CONTROLLER LOCATE AUDIT

Gail Juiliano, Chief, CSSD, distributed a report on Locate Audit (copy on file). Staff reviewed the same cases that the Auditor Controller previously assessed to track any improvements. First Analysis: Out of the 30 cases the Auditor reviewed, 12 cases had a verified home address. Of the 33 cases pulled from the establishment section of November/December 2004, only 8 were still in a locate status. Second Analysis: Two cases had the address verification. Also, Central Intake manual locate searches have been very helpful in locating more cases than in the past; staff has been successful in finding approximately 40-45% of employers. Locate has improved overall.

FOLLOW-UP ON PROCEDURES FOR PUTTING DV FLAG ON THE

SYSTEM

Lori Cruz, Deputy Director, CSSD, reported that since Wendy Vaughn, Neighborhood Legal Services, brought the issue of a DV procedure for good cause to CSSD's attention, staff has met with DPSS counterparts to develop a DV protocol for case processing. The process would include that the CP may complete a good cause claim, DPSS would provide that determination to CSSD, and then the claim would be forwarded to Co-Locate for review. The CI would make the determination to close the case.

REPORT ON BENCHMARKS TO TRACK PERFORMANCE OF CENTRAL INTAKE

Gail Juiliano reported that there are several benchmarks to consider to track performance of Central Intake: (1) timeliness of case opening of new referrals (2) number of S & C initiated (3) Service of Process, # returned served, type of service and (4) tracking of court order requests. Other ideas include analyzing the number of orders obtained, wage assignments served and paying cases.

Ms. Juiliano will distribute the benchmark tracking of CI Performance, and an example of CI Performance tracking next month.

(Member Tortorelli was excused from the meeting)

IMPACT OF STAFFING REDUCTIONS ON CALL CENTER WAIT TIMES AND ON CALLS TO OMBUDSMAN

Carol Mentell, Ombudsman, CSSD, reported that the increase of calls in January/February 2005 to the Call Center was due to the announcement of the Paternity Disestablishment law in effect, on account statements mailed out with the Ombudsman Office telephone number. In March 2005 the Ombudsman's Office has had a decrease in calls. Out of the 1,700 calls received in February 2005, 339 calls were for paternity disestablishment, and all others were general inquiries.

(Member Nordwind was excused from the meeting)

In response to Chair Eisenberg, Ms. Mentell noted that calls of a general nature that are received in the Ombudsman's Office are addressed, however, customers are politely asked to make future inquiries with the Call Center. Also, of 25,000 calls received, 10,000 callers may have each called twice.

In response to Chair Eisenberg, Dean DeGruccio, Chief, Call Center, CSSD, advised that the majority of the time spent with a caller is to explain the long delay in answering the call. Staff is encouraged to do all that they can to resolve the callers' issues. Mr. DeGruccio is looking into the purpose of data gathering and reporting of abandoned calls.

PROCEDURE FOR UPWARD MODIFICATION OF RESERVED

ORDERS

Lori Cruz reported that one of the challenges with ARS is that there is no task to alert the worker when a verified employer is located. However, there is a task to notify a worker when the NCP has moved out of the home. Ms. Cruz was not able to provide a total number of reserved cases, however, data has been provided on cases since December 2004 that have primary active verified employment and the CP/NCP are not living at the same address. Reserved orders are issued if a CP/NCP reside together; if the parent is receiving any kind of aid; if the NCP is incarcerated; and if the NCP has zero income. Also, if income for a NCP is not located, that case becomes a reserve order.

In response to Chair Eisenberg, Ms. Cruz noted that the increase in reserved orders is due to a better Locate system and the ability to establish information on the parent. A list from the Centralized Unit at CCW is requested, staff works on the list with verified primary active employers, and mails an income expense declaration to the CP based on this information.
(Member Cohen was excused from the meeting)

In response to Vice Chair Speir, Ms. Juiliano noted that the majority of cases where the CP and NCP reside together should be closed, and reminded Members that current support is a priority. Ms. Cruz noted that there are written procedures for modification issues, specifically upward modification.

Mr. Gliaudys suggested that on the next agenda CSAB should focus on whether there is movement on the 15 priorities set by the Director. He suggested that department priorities be correlated to statistical reporting.

Vice Chair Speir requested a report on the number of reserved orders with primary active verified employers and a copy of the written procedure on modification.

Ms. Cruz will report at next month's CSAB meeting.

ADJOURNMENT

The meeting adjourned at 12:13 p.m.